

Confidentiality & Privacy of Patron Information Policy

Introduction

In accordance with both ethical and legal standards, the Walter E. Olson Memorial Library protects the privacy of library records and the confidentiality of all library users. In addition, the Board of Trustees supports the principle of freedom of inquiry for library patrons and has adopted this policy to protect against unwarranted invasion of the personal privacy of library users.

Policy

All individuals who work with the public will protect each library user's right to privacy and confidentiality with respect to information sought or received and materials consulted, borrowed, acquired, or transmitted. Under Section 43.30, library records that indicate the identity of an individual who borrows or uses the library's documents or other materials, resources or services may be disclosed *only in the following circumstance*:

1. With the consent of the individual library user, or
2. By court order, or
3. To custodial parents or guardians of children under the age of 16, or
4. To persons acting within the scope of their duties in the administration of the library or library system, or
5. To other libraries (under certain circumstances) for interlibrary loan purposes [see ss. 43.30(2) and (3)].

All Library staff and volunteers who handle patron records must acknowledge receipt of, and agree to follow, this policy on an annual basis.

Violation of this Policy

If violation of this policy is observed, it is the responsibility of all Library staff and volunteers to intervene, if possible, and to report the incident using the Incident Report form. A copy of this report will be submitted to the Library Director immediately following an incident for determination of additional actions.

Individuals who act in violation of this policy will be subject to appropriate consequences by the Director. This may include loss of access to circulation software, reassignment to tasks that do not involve patron contact, training, removal, or other actions deemed appropriate by the Library Director.

Adopted: September 16, 2006

Amended: November 19, 2014; April 21, 2021

Receipt

I acknowledge that I have received and read the Walter E. Olson Memorial Library Confidentiality of Patron Information Policy and understand the provisions contained therein. I hold in strict confidence all information on library users and their borrowing needs. Under no circumstances will I divulge circulation, registration, information retrieval records, or any other information which may be requested by a third party for whatever reason. I further acknowledge that it is my responsibility to seek clarity on issues of privacy and confidentiality if I am unsure of appropriate action. I understand that policies may be altered, modified, changed, or eliminated by the Library Board, but that I will receive an updated version of this policy following any changes.

Name

Position

Signature

Date